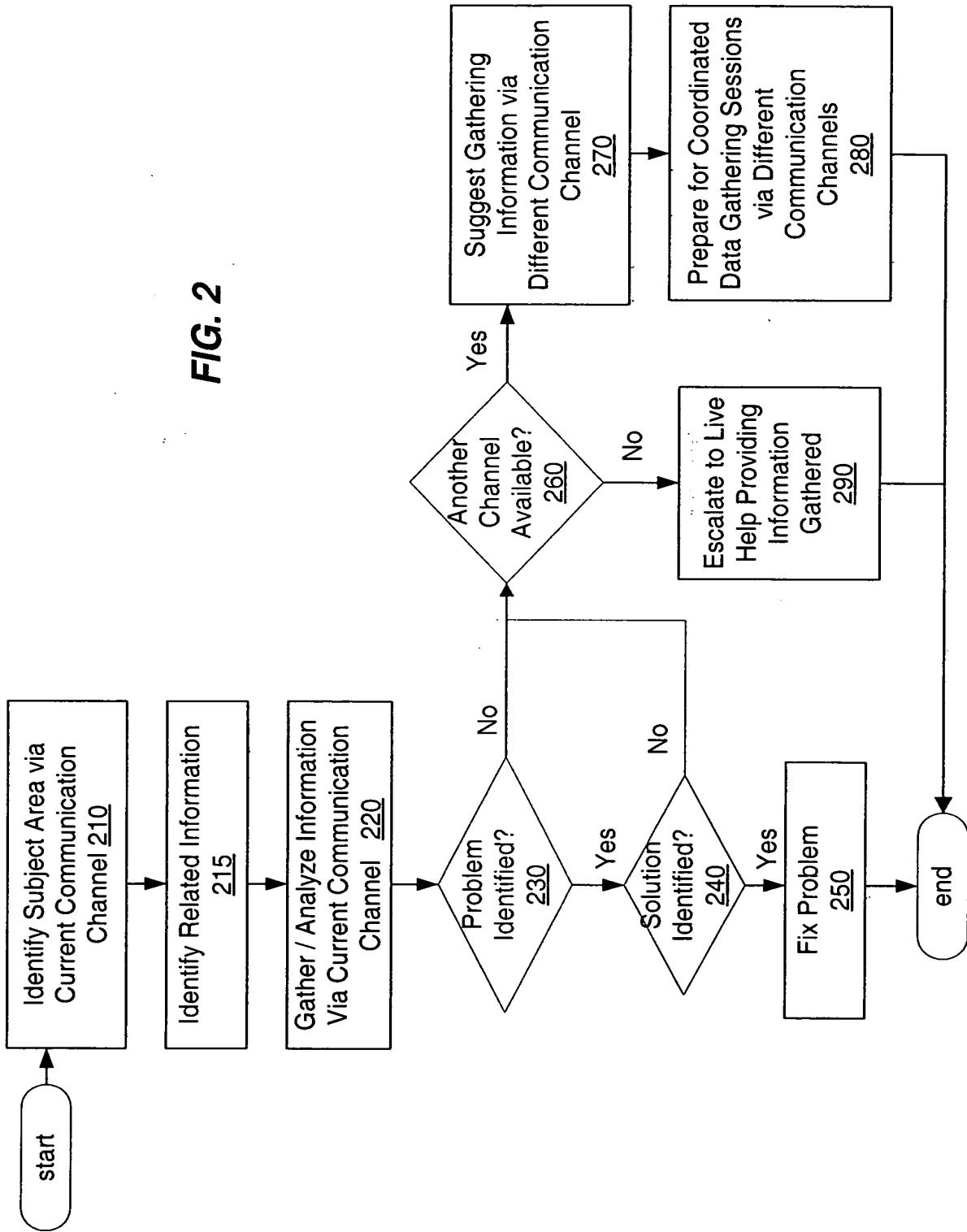
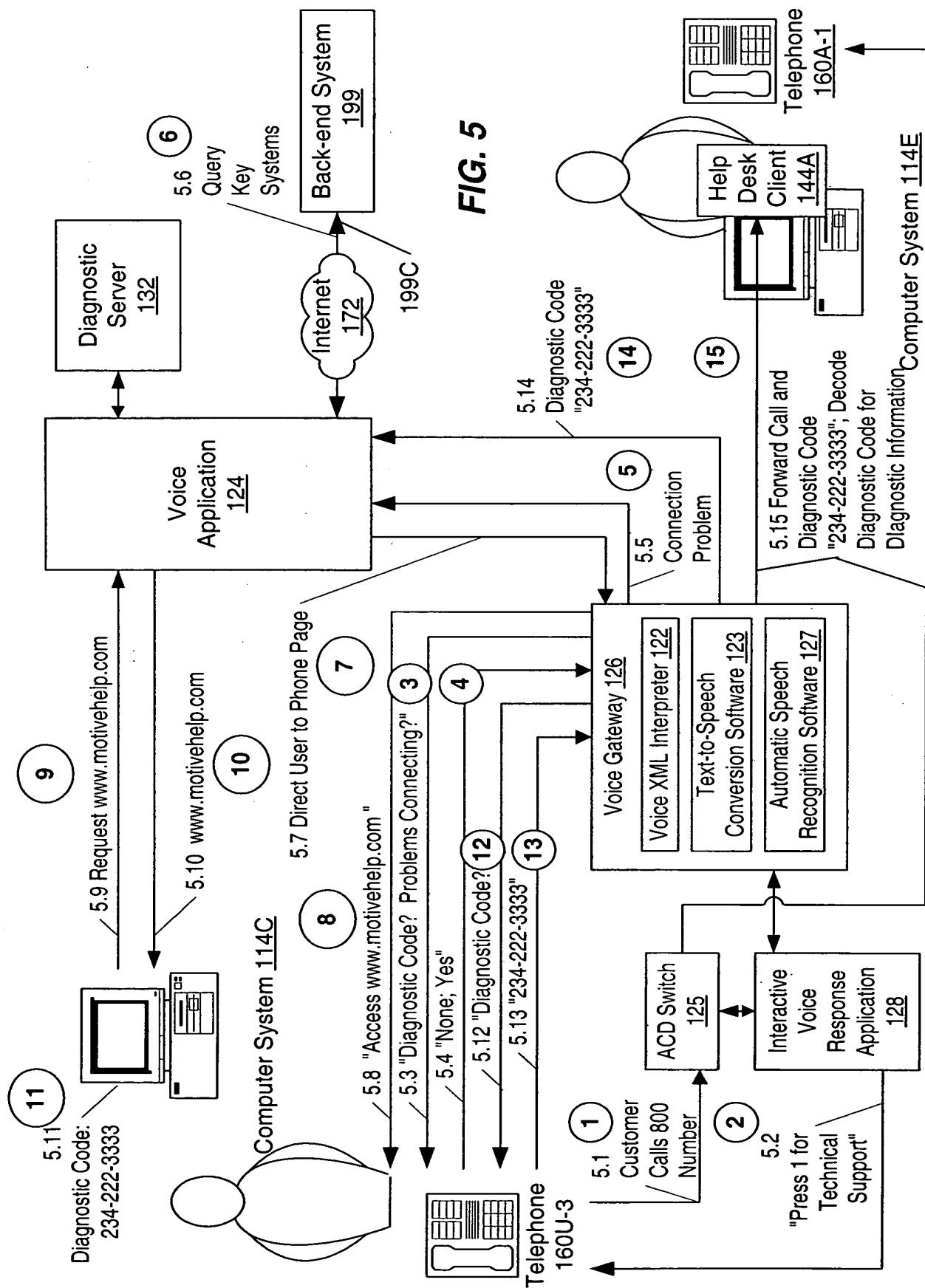
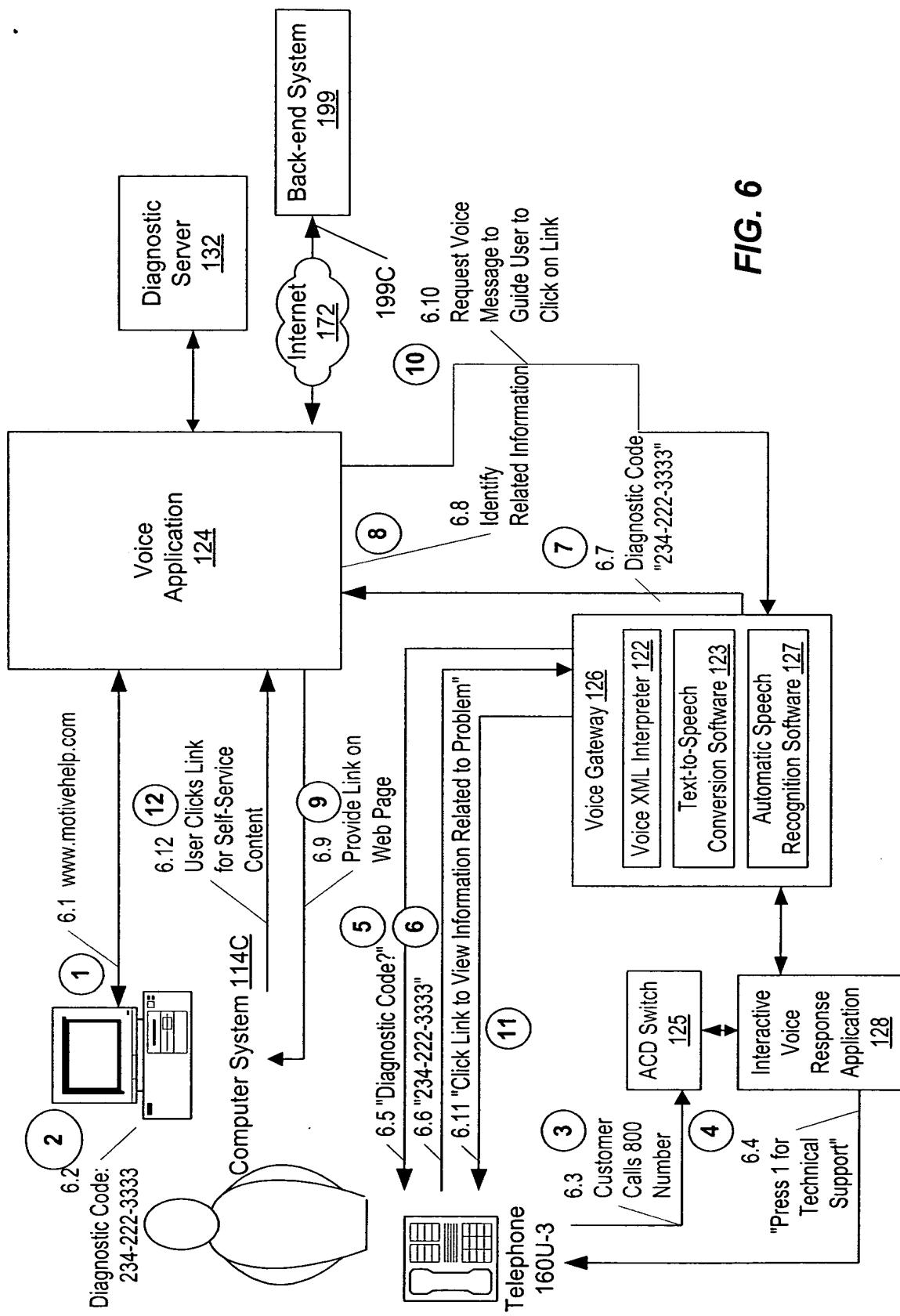
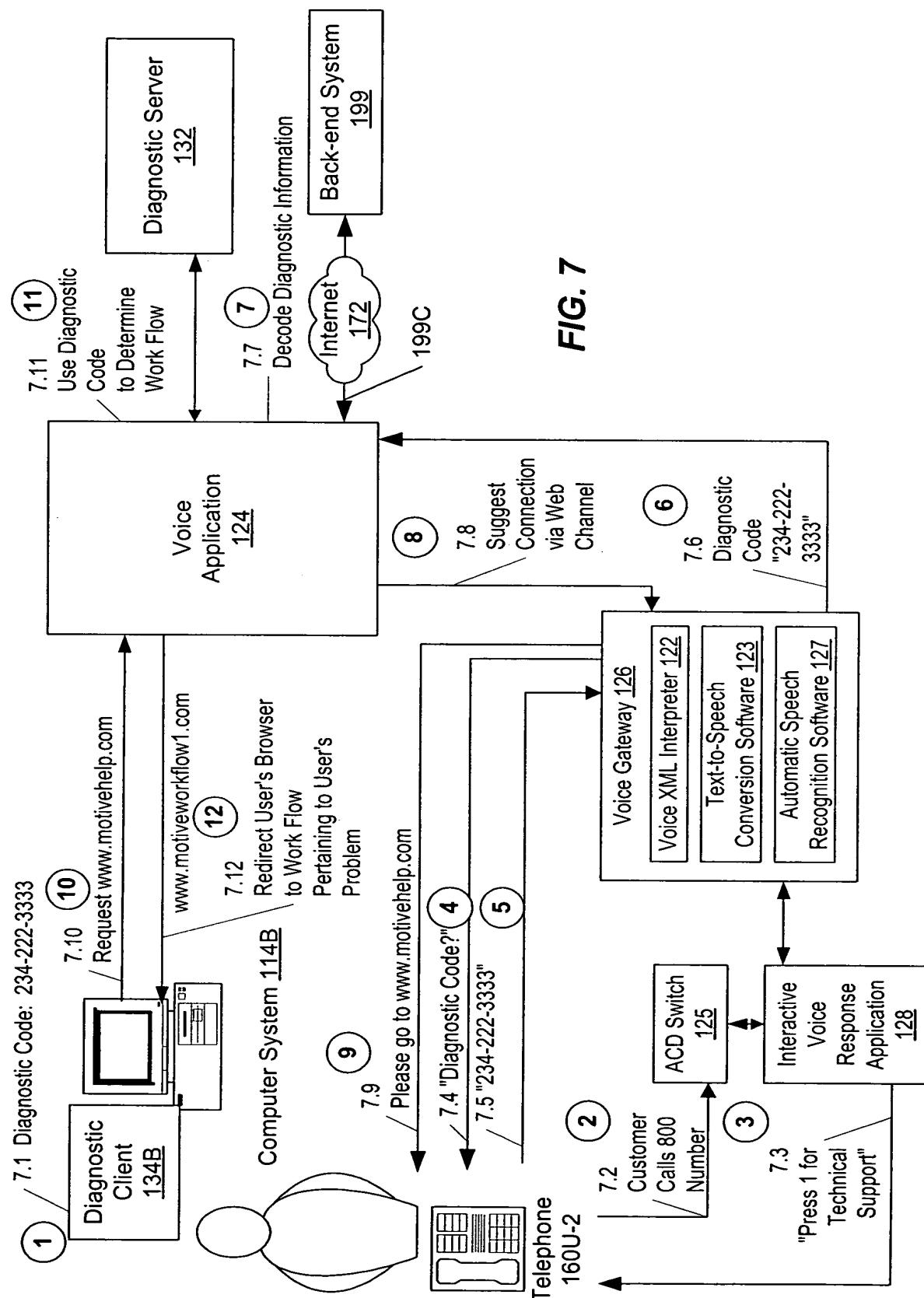


FIG. 2









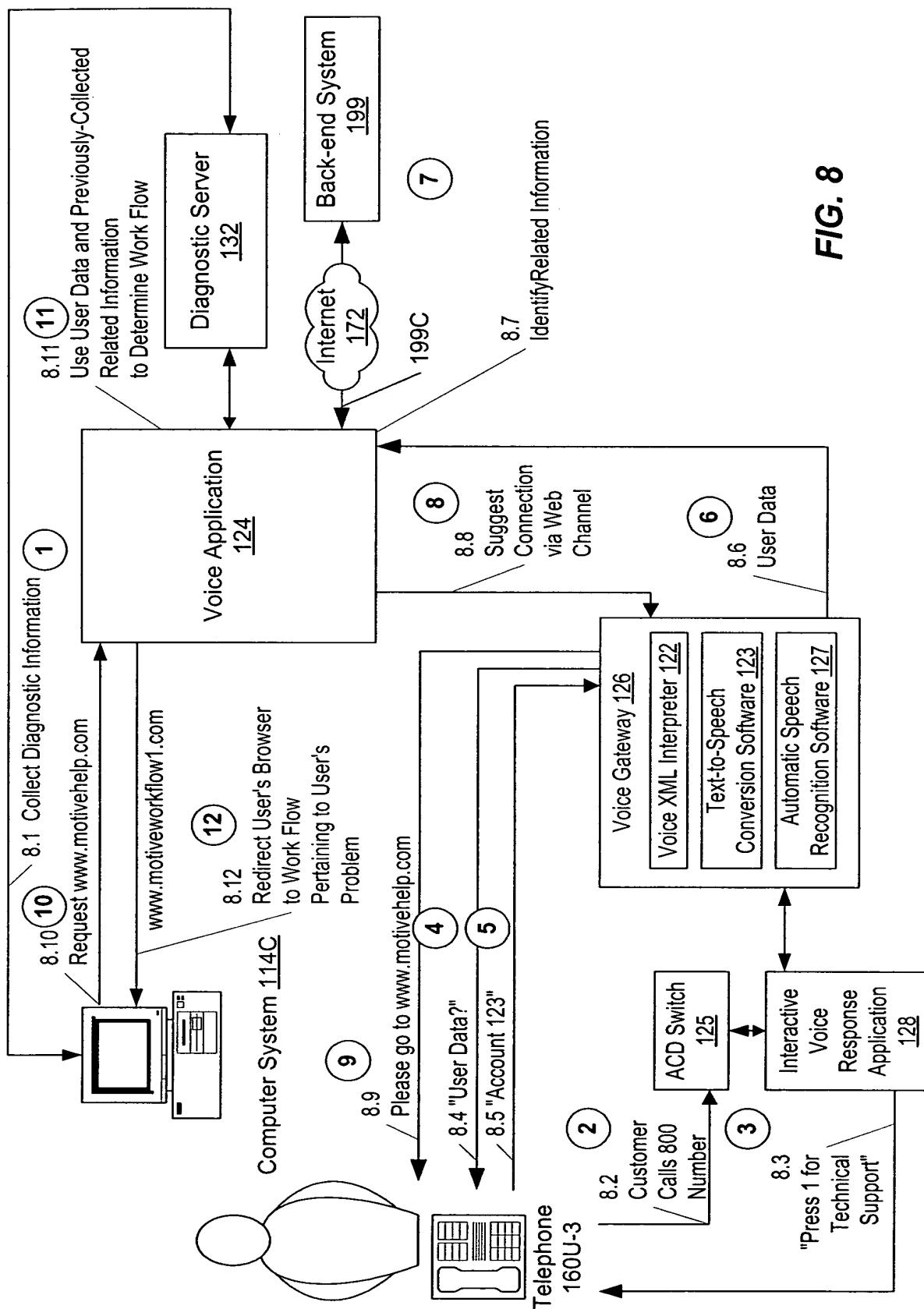


FIG. 8

FIG. 9

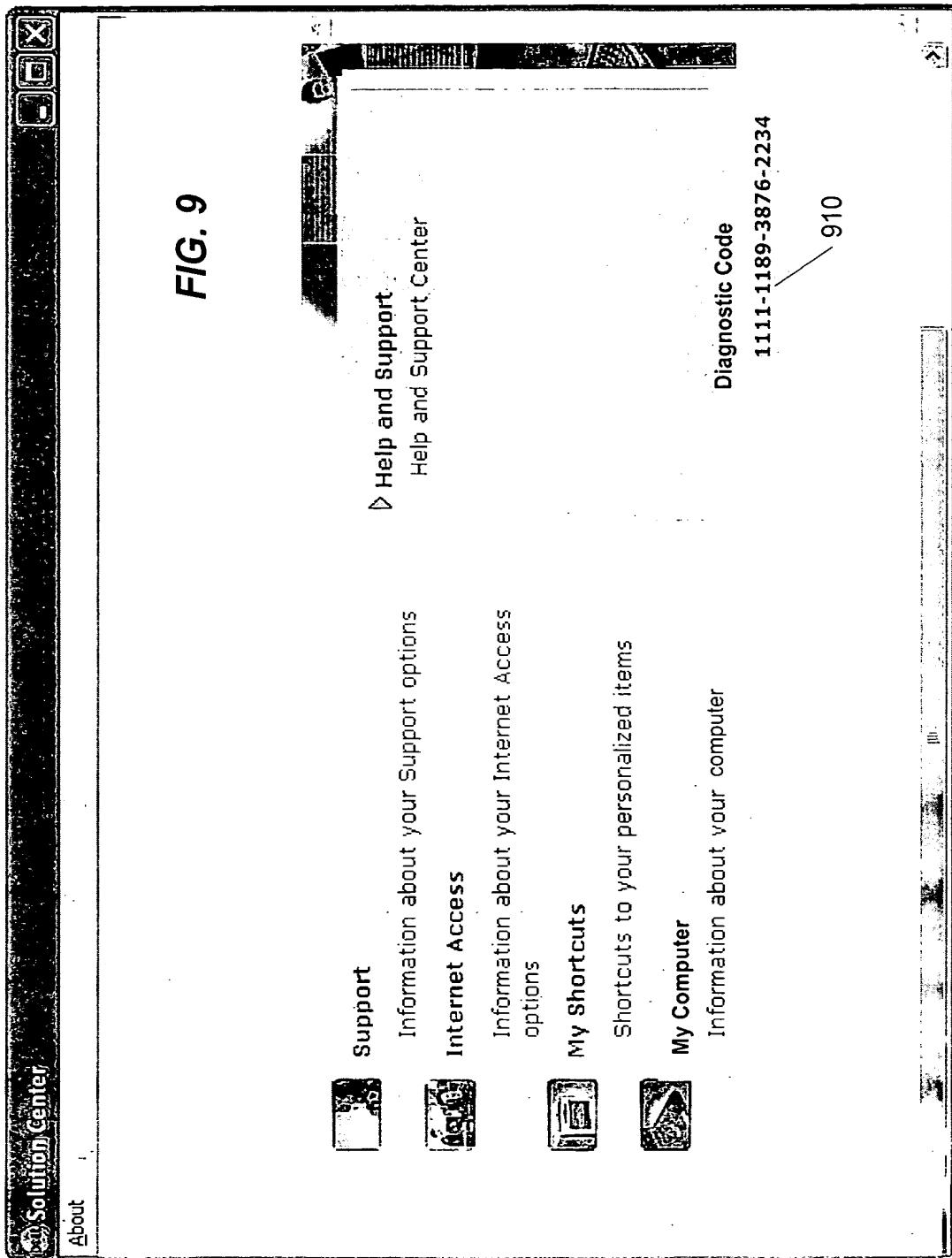


FIG. 10

The screenshot shows the Windows Help and Support Center interface. At the top, there are standard navigation icons: Back, Forward, Stop, Refresh, Home, Favorites, Index, Help和支持中心, Search, Options, and Solution Center. Below these are links for Windows Professional, Add to Favorites, Change View, Print, and Locate in Contents.

The main area is titled "Help and Support Center" and "Windows Professional". It features a search bar and a "Search" button. To the right of the search bar is a "Search options" link.

A large rectangular box contains the "Diagnostics Checklist" form. The form includes fields for Name, Address, Date, Phone number, Service tag (bar code on the back of the computer), Diagnostic Code (1111-2987-6754-6723-1020), Return Material Authorization Number (if provided by support technician), Operating system and version, Peripherals, Expansion cards, and a question "Are you connected to a network?". There are checkboxes for "User's guide", "Device guides", and "Software guides".

At the bottom left, there is a "See Also" section with links to Manufacturer information, Windows Glossary, Windows keyboard shortcuts overview, Tools, and Go to a Windows newsgroup. On the right side, there is a note: "See your operating system documentation to determine the contents of the system's startup files."

1110

The screenshot shows the Windows XP Professional Help and Support Center. The main window title is "Drive Problems" with the subtitle "Windows XP Professional". Below the title, it says "Fill out the Diagnostics Checklist as you complete these checks." and lists two items:

- Insert another disk to eliminate the possibility that the original floppy disk is defective.
- Insert a bootable floppy disk and reboot the computer.

Below this, a note says "Ensure that the disk is not full or write-protected – Ensure that the disk has available space and that it is not write-protected (locked). See the following illustration."

On the right side of the screen, there is a diagram titled "Test the floppy drive light" which shows two floppy disks. The top disk is labeled "write-protected" and the bottom disk is labeled "not write-protected". Arrows point from the labels to their respective disks. The entire diagram is enclosed in a box with the number "1120" at the top right corner.

At the bottom of the screen, there is a "Search" bar and a "Search options" dropdown menu. The "Search" bar contains the text "Diagnostic Code 1111-2987-6754-6723".

On the left side, there is a sidebar with the following sections:

- Help and Support Center
- Back • Index Favorites
- History
- Support
- Options
- Solution Center

Below these, under "User and system guides", are the following options:

- Search only User and system guides
- User's guide
- Device guides
- Software guides

At the very bottom of the screen, there is a "Search" button and a "Search options" dropdown menu.

FIG. 11

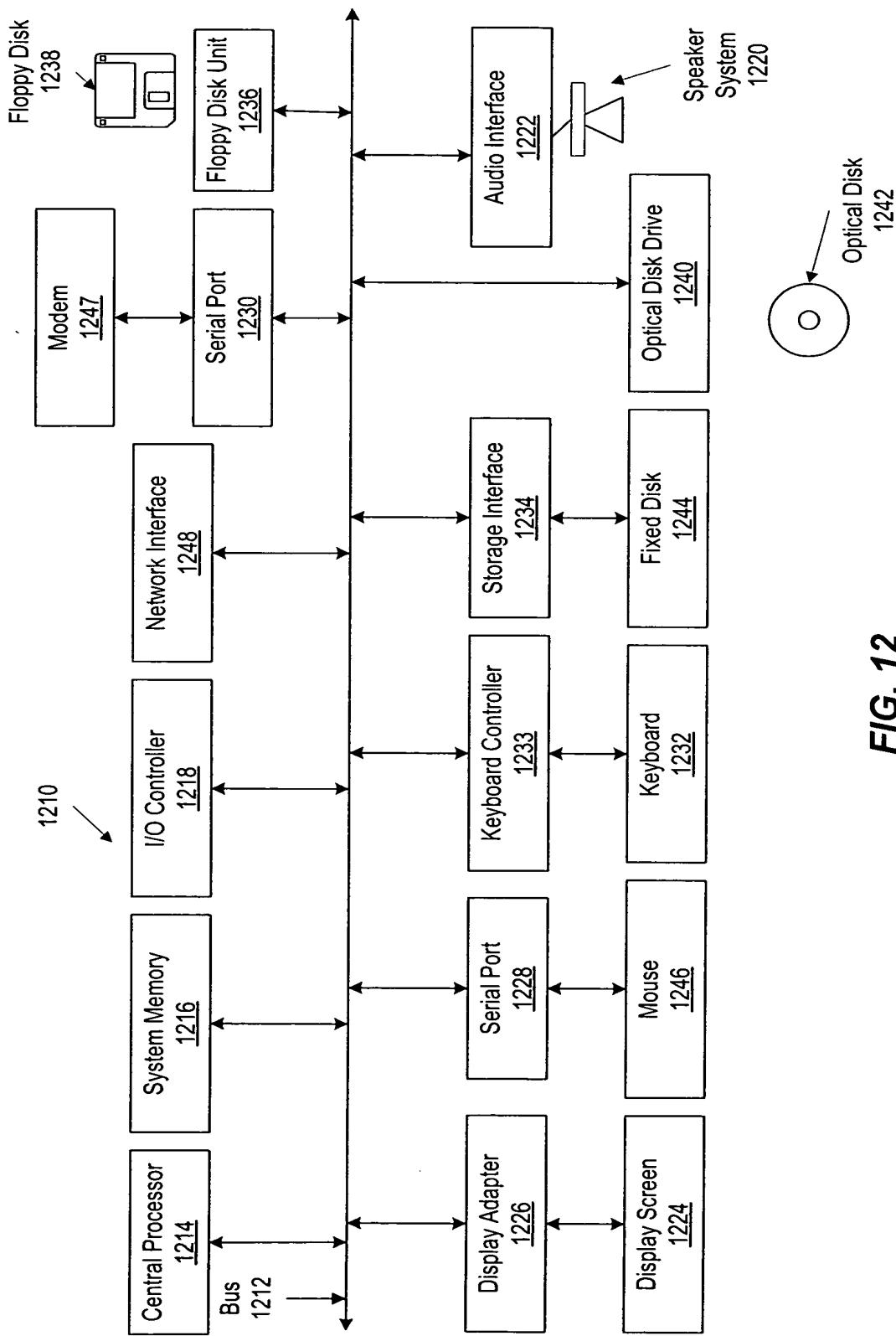


FIG. 12

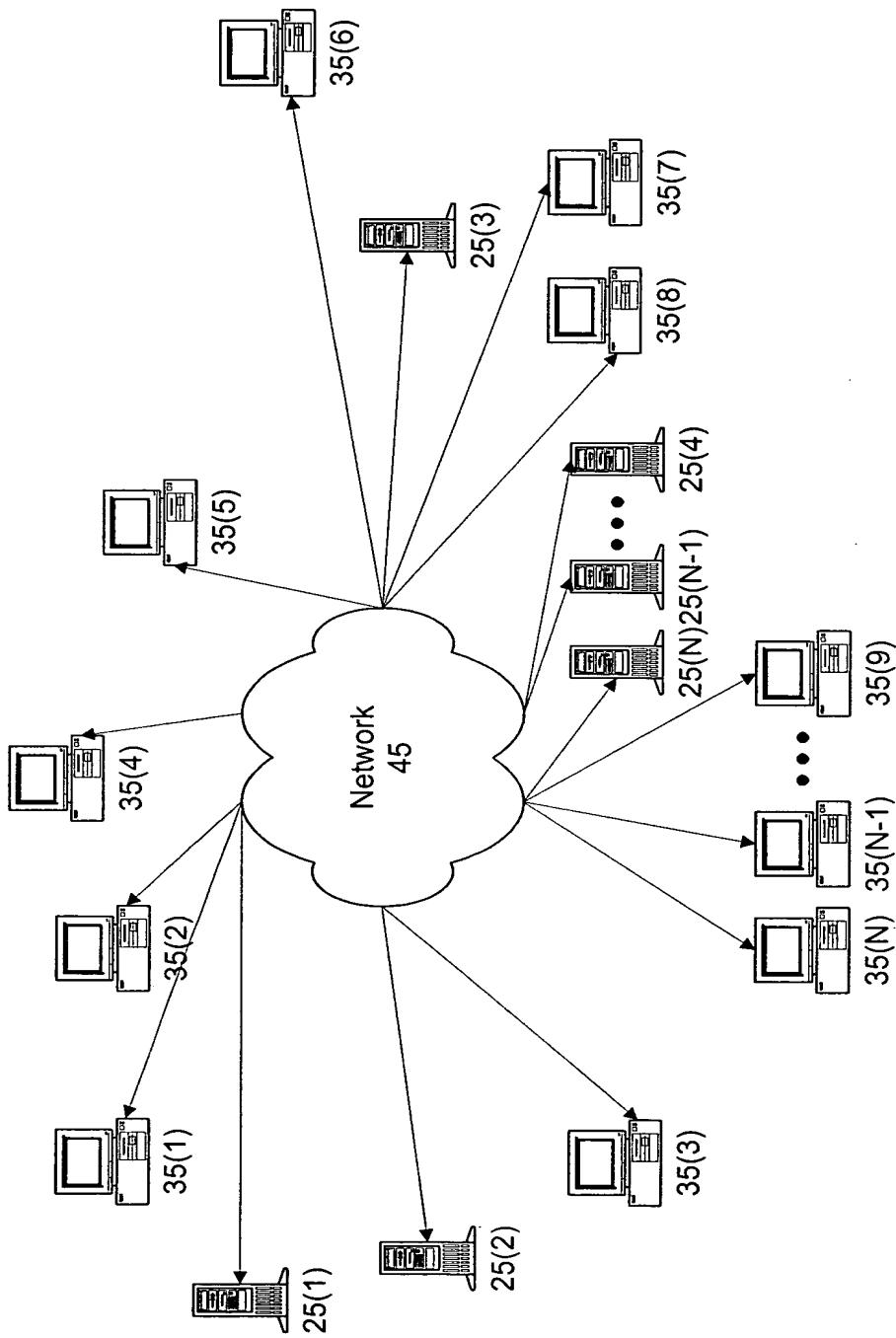


FIG. 13